



## Reservations Agent

### Career Opportunity:

This dynamic, multi-faceted position in the Reservations Call Centre will be responsible for providing a high level of customer-focused service. The Reservations Agent will handle various inbound and outbound customer requests with speed, efficiency, empathy and care by effectively using our reservations and cargo system to service both existing and prospective customers. The agent will be in frequent communication with SOCC, Cargo, Counter Staff, Ramp Operation Crews and any other relevant personnel to ensure an exceptional customer experience, and to facilitate North Star Air's mission to provide safe, affordable and reliable service.

### Responsibilities and Duties

- Providing exceptional customer service when handling customer calls and inquiries
- Booking and making changes to reservations
- Creating and adjusting airway bills
- Collecting payment for reservations and cargo shipments
- Providing quotations for travel bookings and cargo
- Assisting with any cargo inquiries
- Contacting customers regarding upcoming bookings, required purchase orders or monies due in a professional and courteous manner
- Providing Flight Status updates
- Upholding North Star Air's Customer Service Standards to both internal and external customers
- Any other related duties as assigned

### Qualifications and Skills

- Exceptional customer service skills
- Able to communicate effectively both verbally and in writing
- Basic mathematical skills
- Able to work effectively both as part of a team and independently
- Proficient computer skills and experience using Excel, Word, SharePoint, Teams and Email is an asset
- Strong attention to detail
- Effective problem solver
- Excellent organizational, time management and prioritizing skills
- Ability to communicate in Oji-Cree or Ojibway is an asset
- Previous reservations and travel agency experience is an asset
- High school diploma or equivalent is an asset

1480 Walsh Street West, Thunder Bay, Ontario P7E 6H6

Toll Free: 1-844-633-6294

Fax: 807-475-8040

E-Mail: [reservations@northstarair.ca](mailto:reservations@northstarair.ca)

Website: [northstarair.ca](http://northstarair.ca)

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People. Businesses. Communities



Passenger



Charter



Cargo



### Working conditions

- Overtime as required
- Weekend work will be required

### Benefits

- North Star Air Ltd. offers competitive benefits and compensation to qualified and highly motivated candidates.
- Compensation rate is based on previous experience

Please note that applicants for this position must have current eligibility to work in Canada in order to be considered for this opportunity. While we appreciate all resumes received, we can only consider and contact qualified applicants for an interview. Accommodations may be available upon request for candidates taking part in all aspects of the selection process.

If you are interested in this position, please submit your cover letter and resume to:

**Email:** [employment@northstarair.ca](mailto:employment@northstarair.ca) with the subject: **Reservations Agent**

**Mail:** North Star Air Ltd.

Attention: Human Resources

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